WORKLOAD

Workload For: Screen
Path: Workload

- **Case / Referral / Other Listing Tab**:
    - **New #FC column:** A new column, **# FC**, number of Foster Children, has been added to the Workload grid. This column shows the number of Foster Children in each Case, Referral/Investigation, and Foster Family Home and Pre-Adoptive Home Providers. At the bottom right of the Workload box, **Total #FC**, shows the total of all Foster Children in that particular Workload.
    - **Bold:** Also at the bottom of the grid, a note has been added to explain that "**Bold**" record(s) signifies new Assignments.
- **Pending Approvals Tab:** A new tab and grid, **Pending Approvals**, has been added to allow workers and supervisors to view the status of their Requests for Approval.
    - A worker will only see their requests for approval they submitted. However, supervisors and managers will see their own requests for approval and those from their direct staff, which they are responsible for approving.
    - The Pending Approval cannot be accessed from the Pending Approvals grid, but rather is a snap shot for users to see the status of their requests. Once the requests have been approved or denied, they drop from the tab and no longer show.
- **New Feature on Case/Referral/Other Listing Tab And new Pending Approvals Tab:** The Columns can be sorted by **clicking on the Column Heading** to Sort by that specific heading. This is also explained when hovering over the column heading title. The **Sort** button should be used if **more than one** Sort option is needed.

RA:

Request for DCFS Assessment
Path: Workload/Referral-Investigation/Referral/R/A

- **Other** and **Duplicate RA** was added as two new regular RA Closure Reasons.

REFERRAL/INVESTIGATION:

Referral/Investigation Reports
Path: Workload/Referral-Investigation/Reports

- **CACD Employee** and **FINS Officer** were added as two new **Relationship to Referral** values.
- The Caller Information **Additional Address Header** field entered on the Referral Screen has been added to the following Reports:
    - Initial Referral (Snapshot) CFS-6059
    - Referral Acceptance (Snapshot) CFS-6052

Case Connection Screen
Path: Workload / Referral-Investigation / Investigate / Case Conn.

- The **Connect to…** box will now appear next to **Connect to Open Case** and **Connect to a Closed Case and Re-Open the Case** radio buttons, when selected, with a **Case Search…** button that allows the user to search for a particular case if they do not have the Case Number. However, if the user has the Case Number, they may enter it in the **Connect to**… box.
    - When the **Case Search…** button is used with the **Connect to Open Case** radio button selected, only **Open** Cases will show in the Case Search Matches results.
    - When the **Case Search…** button is used with the **Connect to a Closed Case and Re-Open the Case** radio button selected, only **Closed** Cases will show in the Case Search Matches results.
    - The Case Search criteria will default to the **Family Name** and **County of Referral** from the Referral screen. The Case Search Criteria can be changed as needed.
    - In the Case Search Matches results, if the applicable Case that should be connected to the Referral is found, then the **Select** button will populate that Case ID to the **Connect to…** box on the Case Connection screen.

Investigation Closure Process
Path: Workload/Referral-Investigation/Investigate/Inv.Close

- The closure process for CACD Investigations with **Overall Unsubstantiated Findings** has been changed to no longer auto assign to the County Inbox for DCFS completion of the case connection. CACD will complete the Case Connection for these.
    - The following message will appear when Investigation closure approval is attempted when the Case Connection has not been requested and approved:
      Case Connect must be approved on the Case Connection Screen before this Investigation can be closed.
      Clicking the message **OK** Button removes the message from the screen.

DIFFERENTIAL RESPONSE:

Closure
Path: DR/Closure
The following new values were added the Closure Reasons picklist:

- **Case Connect – Open a New Case**
- **Case Connect – Connect to a Closed Case and Re-open the Case**
- **Referred to investigation – Initial allegation more severe**
- **Referred to investigation – New allegations of abuse/neglect**
- **Referred to investigation – Family refused safety assessment**

If any one of the following two options are selected, the DR referral will automatically be closed:

1) If "**Case Connect-Open a New Case**" is selected, the "Case to Connect to" text box becomes disabled. On approval, supportive case is created (just like how it works on Investigation) and DR is closed. The supportive case id (that was created) will be displayed on the "Case to Connect to" textbox.
2) If **"Case Connect-Connect to a Closed Case and Re-Open the Case"**, the "Case to Connect to" text box becomes yellow/mandatory and they should enter a valid closed Case (CPS or SS). If the case # entered is not Supportive Case or Protective Services Case, message 79 will appear.

On picklist values, a DR Closure approval type will be sent to the DR Supervisor's Inbox (upon request of Approval) just as it now works for DR Closure reasons.

The closed case can be manually entered in the **Case Connect to** Case Number text box. A new Case Search button will appear to search for the name. If an adoption case is manually entered it will be identified as an invalid case. CPS and SS are the only case numbers that should be added.

Ticklers will be created 1) **Initial Staffing** and 2**) 90 day staffing**, and the **Associated Referral** screen will show the closed referral.

A new button has been added to the **DR Closure** screen**, "Clear Closure Request Info"** which will only be enabled if a DR closure have been requested and will only be available to supervisors **(Security level 9).**

- When this button is selected, there will be a pop up statement and question. If **Yes** is selected, it will clear the Request checkbox of the Approval/Request screen and will also drop the request from the Supervisor's inbox.
- A system generated email will be sent to the **worker** with a courtesy copy sent to the s**upervisor** clearing the request, notifying the worker that the request has been cleared. The worker will make the necessary changes to the closure screen and resubmit the request.

Assign/Transfer
<u>Path: Workload/Referral/Assign/Transfer</u>
A **Description** picklist value of **"Differential Response"** has been added under **Responsibility**, **Secondary**.

Referral Acceptance
<u>Workload/Referral/Referral Acceptance</u>
The **Assign/Transfer** screen no longer appears when the Hotline worker approves the referral as Differential Response.

The following pop up messages/question will appear on the Referral Acceptance screen until Add is clicked:

"This referral meets the Differential Response Eligibility criteria based on Allegation/Age. Do you want to continue and assign it as a DR referral?"

DR Extension
<u>Path: Workload/Referral/Extension</u>
The pre-calculated dates for the **30th**, **45th**, and **60th** dates of extensions will be shown in the **Comments** grid.

If the DR referral is denied for extension, the referral will drop from the supervisor's inbox.

An auto email will be system generated when a request for an extension is **denied** by **DRT Supervisor** for first extension; **DRT Supervisor** for second extension**;** and **the DRT Coordinator** for second extension request.

Client Demographics
Path: DR/Client Screen
Family Name/County Changes inset grid has been added to the **Client Screen,** right of **Role of Referral** section. This section will allow the DR Specialist to correct the Family Name or the County Name of Referral. The **Family Name and County Name** can only be changed once and the person's name making the changes is captured on the screen as well as the date it was changed.

Collateral Information
Path: Workload/Referral/Coll Info
The **Collateral Information Screen** is now enabled when referral is approved as **Differential Response** so the worker can add/modify Collateral information as needed. When the DR is approved for closure this screen should become **'Read-Only'**.

Health and Safety Assessment
Path: DR/HSA
The inset grid title, **"Health and Safety Checklist" on the Health and Safety screen has been changed to "Health and Safety Assessment Checklist".**

Staff Information
Path: Org/Staff/Info Screen
A checkbox has been placed below **County** of first inset grid titled as **"DHS DR Staff". This will allow the DR unit (2005) to manage the assignment of DHS DR staff personnel.** If checkbox is checked, the staff will be able to access DR menu/module and will be able to Override, Restrict (just like how it works now for DR unit).

Referral Acceptance
Path: Workload/Referral/Ref. Accept
The Override functionality has changed so the DR Unit or Hotline unit will have 72 hours from DR assignment date to override the DR referral to an investigation or screen out.

The following changes have been made to the Override button on Referral Acceptance screen:

- **Enable Override button (allow DR unit or Hotline unit to be able to Override the DR) if it's within the 72 hour period (3 days) from the date the DR has been assigned to the County AND no other DR information has been entered except Contact.**

- **Disable the Override button - if within 72 hours and information other than Contact has been entered (fsna, hsa, etc).**

- **If beyond 72 hours (3 days), Override button will be disabled.**

The DR screen becomes **"Read-Only"** when the **DR referral** is closed.

Abuse/Neglect Information
Path: Workload/Referral/A/N Alleg
The screen becomes disabled as **"Read-Only"** when approved by the Hotline as **DR**.

Family Plan
Path: DR/Family Plan
The **FSNA Copy** button has been disabled when the DR referral is approved for closure.

CASE:

Hearing Detail Screen
Path: Workload/Case/Court/Hearing/Detail

- When the following values are selected from the picklist of the **Hearing/Review Type** field, the **Select OCC Attorney** picklist field will be accessible, but **will no longer be mandatory**:
  - **FINS**
  - **Juvenile Delinquency**
  - **Pre-Trial**

Hearing Detail Screen
Path: Workload/Case/Court/Hearing/Detail AND
Hearing Child Information Screen
Path: Workload/Case/Court/Hearing/Child AND
Court Report Screen
Path: Workload/Case/Court/Report/Report

- The spelling of the 'Hearing/Review Type' **Juvenile Deliquency** was corrected to **Juvenile Delinquency.**

Court Status Screen
Path: Workload/Case/Court/Status

- An issue has been corrected that enabled the **Custodian** radio button selection of Client or Collateral to be manually changed to Guardian on the 'Since child not in DHS custody, Please indicate to whom custody or guardianship awarded/released To'' dialog box that populates the selection to the Court Status Screen when any Placement Exit Reason of permanency was entered for a client's placement on the Enter/Exit Placement Screen.
- The Guardian radio button should only be selected by the system when the placement exit reason of **Guardianship** is entered for a client.

PROVIDER:

Provider Search Results
<u>Path: Provider/Directory</u>

- In the **Provider Search Results** response window, an error was corrected to show the correct current open **Availability Status** even when the service had more than one past Availability Status.

Provider General Information Screen
<u>Path: Provider/Directory/Find Provider/Provider Search Results/Info</u>

- The following fields were made inactive and are no longer required:
  - **Received Signed W-9**
  - **Date**
  - **Worker Name**
- These fields will now appear in a grey font. Data previously entered into these fields will continue to be displayed.

Quick Check Screen
<u>Path: Workload/Provider/Directory/Provider Search Results/Serv.Mgmt/(select service)Details/Request OR Ctrl+Q while within Provider</u>

- The following changes were made to the **Quick Check Screen** appearance and function:
  - The **Rule Number** column was removed from the **Quick Check Screen** display.
  - The previous #1 Rule Number **W-9 check** was removed and is no longer part of the Quick Check logic for requesting approval of the following services:
    - **Adoptive Home**
    - **DDS Specialized Community Home**
    - **Foster Family Home**
    - **Pre-Adoptive Home**
    - **Relative Guardianship**
    - **SRP-Therapeutic Foster Care**
    - **Therapeutic Foster Care**

Provider Household Members Screen
<u>Path: Provider/Directory/Members</u>
AASIS Updates are as follows:

- HoH2 AASIS ID and address will be sent to AASIS for Board Payments.
- AASIS ID will be created for HOH2 members even when the payment master switch is Yes.
- AASIS ID on members screen for HOH1 can be seen even when the payment master switch is Yes.

<u>GENERAL INFORMATION:</u>

- **<u>Arkansas CHRIS Logon:</u>**
  - There is a **new** look to the CHRIS symbol/icon and Arkansas CHRIS Logon screen that will no longer show the doll/bear.
  - If you do not see the **new CHRIS icon** on your desktop, then you will need to log out of the Network and back in (a **Restart** will work) in order to see the new icon.

- Once logged into CHRIS, there will be a daily view **Welcome** message. There will also be an Announcement/Information box that will provide useful tips and reminders.
- Your comments and suggestions about CHRIS are important to us! There is a new feature to send your comments/suggestions about the CHRIS application to the CHRIS management group. The shortcut key **CTRL+M** (select at same time) can be selected on the keyboard or select **Comments/Suggestions** on the main top **Tools** toolbar.

The following fixes have been made:

- Fix the issue with **extension denied** not dropping from the **supervisor's Inbox** when a 2nd extension is requested.
- Fix **Case Plan Needs/Srvcs Screen** – From the Services inset grid, the scroll bar doesn't go far enough across the page to read all the information in the **Task/Comment** section.
- Fix **Copy function of FSNA** – Eliminate loop when answering questions of yes or no when copying a DR FSNA.
- Fix the **Select Needs Based Services** screen **–** The **Need** was not showing on the Service response window.
- Fix the scroll bar for the **Comments** box of the **DR Contact Screen**
- Fix issue with not showing as the person who requested the DR FSNA if user's SSN started with '0'
- Fix Spellcheck Problem #1 Error on Agency field on Provider AKA screen.

Client Demographics Screen
Path: Workload/Referral-Investigation/Referral/Demo AND
Client General Information Screen
Path: Workload/Referral-Investigation/Investigate/Client/Gen. Info./AKA / Martial / Military tab AND
Path: Workload/Case/Client/Gen. Info./AKA / Martial / Military tab

- **Nickname** was added as a new value to the picklist of the **AKA Type** field.

Document Tracking Screen
Path: Workload/Referral-Investigation/Doc Trkg AND
Path: Workload/Case/Doc Trkg

- When the **Standard** radio button is selected, the **CFS-223-T Child Maltreatment True Investigative Determination Notice to Facility Director** value was corrected to **CFS-222-T Child Maltreatment True Investigative Determination Notice to Facility Director**.

Denial Emails
When a request for approval is **Denied** in CHRIS, then a system generated email with high importance will now be sent to help alert the worker that a request was denied and they need to act upon it accordingly.
The emails will be sent when an approval request is denied on the Approval/Request Dialog Box for the following screens:

- **Differential Response Referral**
  Family Plan
    FSNA
    <u>Path: Workload DR/Family Plan/Assess-Ne…/Need/FSNA-Need Screen</u>
    Subject: DR FSNA Denied
  Case Plan
    <u>Path: Workload DR/Family Plan/Assess-Ne…/Plan/Needs-Srvcs</u>
    Subject: DR Case Plan Denied

- **Provider**
  Provider Service Details
  <u>Path: Workload/Provider/Serv.Mgmt/Details</u>
  Provider Re-evaluation
  <u>Path: Workload/Provider/Serv.Mgmt/Re-eval</u>

- **Case**
  Contacts
  Client Contact Information Screen
  Contact Waiver
  <u>Path: Workload/Case/Services/Contacts</u>

- **Case Plan**
  FSNRA - Rsn/Need Screen
  <u>**Path: Workload**/Case/Case Plan/Assess-Risk/Rsn-Need</u>
  Case Plan- Needs/Srvcs Screen
  <u>Path: Workload/Case/Case Plan/Plan/Needs/Srvcs</u>

- **Placement**
  Provider Recommendation Screen
  <u>Path: Case/Placement/Place</u>
    - Two Tier Approval/Request
    - Three Tier Approval/Recommend/Request

  Payment Scale Screen
  <u>Path: Workload/Case/Placement/PayScale</u>
    - Two Tier Approval/Request
    - Three Tier Approval/Recommend/Request

- **Court**
  Court Report Screen
  <u>Path: Workload/Case/Court/Report</u>

A **High Importance** designation has been added for existing Denial e-mails. Recipients will see a visual indicator of a red exclamation point in the Importance column of their Inbox. Forwarded e-mails will display ‘Importance: High’ in the Header below the Subject Line.

The high importance designation was added to these existing Denial e-mails:

- **DR Contact Denied e-mail**
  Client Contact Screen
  Path: Workload DR/Contact

- **RA**
  Contact Denied e-mail
  Client Contact Screen
  Path: Workload/Referral/R-A

- **RA – FASD**
  Contact Denied e-mail
  Client Contact Screen
  Path: Workload/Referral/R-A

- **Case**
  Contact Denied e-mail
  Client Contact Information Screen
  Path: Workload/Case/Services/Contacts